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Judge Wind Dancer Ranch
ing Road Prescott, AZ 86305

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2003 FEB 25 P 2: 32

February 21, 2003

AZ CORP COMMISSION
DOCUMENT CONTROL

Arizona Corporation Commission
1200 West Washington
Phoenix, AZ 85007-2996

Mr. Mike Gleason, Commissioner

Re: Docket Number T-02532A-03-0017 (Midvale Phone Service)

As residents of the Crossroads Ranch Subdivision, we would appreciate anything that you might do to expedite the approval of the **Midvale Phone Service Plan**. We also request that you extend the local calling area to Prescott. Without this we would still be very limited in service and forced to maintain our existing cell phone service in addition to the landline.

Although we have a "whole house" cell phone system currently installed, there have been several occasions when we had no phone service for as much as a day. We have been in our house for less than a year and I can think of at least three occasions when we were without phone service. In an emergency situation this could have had serious implications – fire, emergency medical, sheriff, etc.

In addition to the more serious problems we also have experienced many missed calls. If we are using the phone when another call comes in, it goes to our voice mail. Unfortunately, there have been times when we did not receive these messages until two weeks later.

Although we have a satellite connection for the Internet, it is costly and inconsistent. It occasionally goes down for several hours, particularly during storms. There are also numerous problems with the installation of software that only occur with satellite systems. Since our income is dependent upon Internet Access – investing and telecommuting – improved reliability would be greatly appreciated.

Thank you for your attention to this matter.

Sincerely,

Al Judge

Arizona Corporation Commission

DOCKETED

FEB 25 2003

DOCKETED BY

CAR

Al & Carol Judge Wind Dancer Ranch
6500 W. Rambling Road Prescott, AZ 86305

Carol Judge